Office of Enterprise Technology
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IP Phone 7940/7960 User Manual

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IP Phone Introduction

Use this guide to perform basic and advanced phone tasks for your 7940 or 7960 Cisco IP Phone with CallManager.

Setting Up Your IP Phone

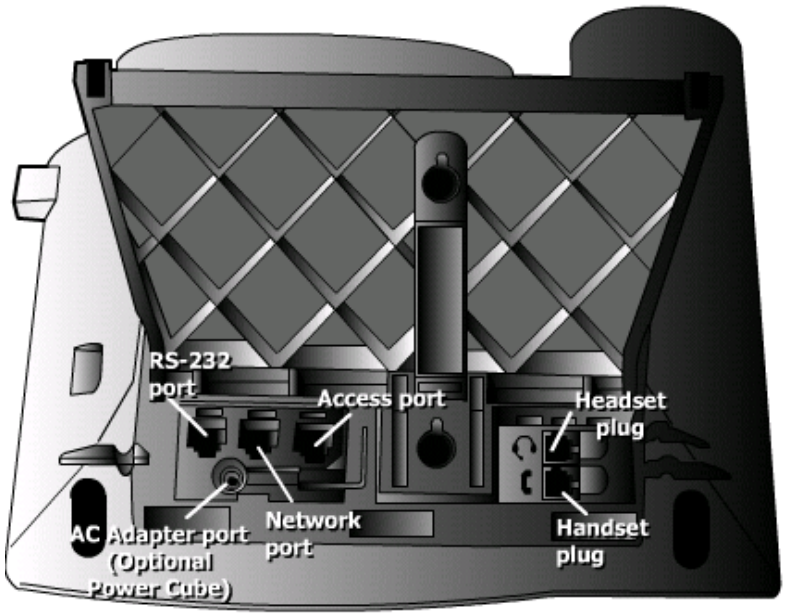
Connect your IP Phone to the corporate IP telephony network. Your phone will share a network connection with your computer.

1. Connect the handset and headset to their respective ports. Ensure that the end of the cord of the handset with the longer uncoiled section is connected to the body of the phone.

2. Disconnect the Ethernet cable from the computer and attach it to the Network port (located under 10/100 SW label) on the back of your phone.

3. Use the Ethernet cable included with your phone to connect the Access port (located under the 10/100 PC label) on the back of your phone to your desktop computer.

Once you connect your IP phone a startup process begins. After several minutes the screen displays a neutral "ready" state. Startup is complete and your phone is ready for use.



Locating Buttons and Hardware

Note *The illustration above shows a 7960 phone.*

Note *The 7940 phone has two lines (or one line and one speed dial).*

The following chart describes the buttons and features on your IP phone.

Button/Hardware	Description
Softkeys	The softkey feature options are displayed along the bottom of your LCD screen. These features change depending on the status of your phone. For example, the primary LCD screen includes the **Redial, New Call, and CFwdALL** softkeys, but if you select a different button such as the **Messages, Directories, Services, or Settings** buttons, the softkey options will change.

Button/Hardware	Description
Indicator Light	The light at the top of the handset blinks when the phone rings and will remain lit when you receive a voice message. If the handset is off hook, the indicator light on the top of the phone cradle blinks to show an incoming call.
LCD Screen Display	The LCD screen displays the date and time, your phone number, your line and call status, and the available softkeys.
Lines/Speed Dial Buttons	Opens a new line or speed dials the number on the LCD screen. A 7960 has six buttons and a 7940 has two buttons.
Messages Button 	Provides button to access voicemail system so you only need to enter your password.
Directories Button 	Provides access to your missed, received, and placed calls. You can use each of these directories to locate or dial these numbers. It also provides a corporate directory. A corporate directory includes all phones for your organization.
Services Button 	Provides access to available phone services that have been implemented. These may include Fast Dials and Extension Mobility login/logout screens.
Settings Button 	Provides access to phone settings such as LCD screen contrast, ring sounds, network configuration, and status information.
Speakerphone Button 	Toggles the speaker on or off.
Navigation Button 	Used to select (or highlight) menu options on the LCD screen.

Button/Hardware	Description
Headset Button	Toggles the headset on or off.
Mute	Toggles the mute on or off.

Using Help on Your Phone

Use any of these methods to access online help from your phone:

- Press the button once, and press any key to display information about that button or key.
- Press the button twice quickly during an active call to view the network statistics on that call.

Choosing a Menu Item

After selecting one of the Information Feature buttons, which include **Messages, Directories, Services,** or **Settings** buttons, you can choose menu items that appear on your LCD screen in numerous ways:

- Press the **Navigation** button to highlight the menu item and then the **Select** softkey to choose the item.
- Press the number key on your phone's dial pad that corresponds to the number of the item displayed on your LCD screen.

Using the Speaker

You can use the speaker in conjunction with all of the features on your IP Phone.

- To place and answer calls using the speaker, press the **Speaker** button.
- To switch from the handset to the speaker during a call, press the **Speaker** button and then hang up the handset.
- To switch from the speaker to the handset, simply lift the handset.

Making Calls on Your Phone

Placing a Call

You can use any of the following methods to place a call:

- Lift the **Handset** and dial the number.
- Press a **Line** button corresponding to your extension and dial the number.
- Press the **Speaker** button and dial the number.
- Press the **Headset** button if it is not activated and dial the number.
- Press the **New Call** softkey and dial the number.
- Enter the number and press the **Dial** softkey.
- Press the button that corresponds with your **Speed dial**.
- Press the **Redial** softkey to dial the last number dialed. Unless you first choose a secondary line, this feature uses your primary line.

Dialing from a Phone Directory

Your phone is configured with a searchable corporate directory that allows you to easily find and dial the phone numbers of colleagues.

1. Press the **Directories** button.
2. Select a Directory.

Note	*A corporate directory includes all phones for your organization.*

3. Search for a listing by using your dial pad to enter letters and press the **Search** softkey.

Note	*To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press 2 once for "a," twice for "b" and three times for "c." To back up, press the << softkey.*

4. Press the corresponding number or use the **Navigation** button to highlight the desired number, and press the **Dial** softkey. Press the **Exit** softkey twice to exit the Directory menu.

Dialing from a Phone Log

You can search for and dial the numbers of missed calls, received calls, and placed calls by accessing your phone log through the Directories button. Your IP Phone can store up to 32 calls in each of these directories.

1. Press the **Directories** button.
2. Choose **Missed Calls**, **Received Calls,** or **Placed Calls**.
3. Press the corresponding number or use the **Navigation** button to highlight the desired number, and press the **Dial** softkey. Press the **Exit** softkey twice to exit the Directory menu.

Note *To dial an external number – press the **Edit Dial** softkey > Add a **9** before the number.*

Note *To dial a long distance number - press the **Edit Dial** softkey > Add a **9-1** before the number.*

Note *By pressing the **Clear** softkey from your directories menu, you will delete all Missed Calls, Received Calls, and Placed Calls.*

Answering a Call

To answer an incoming call use one of the following methods:

- Lift the handset.
- Press the **Answer** softkey.
- To answer with the speakerphone, press the **Answer** softkey, the **Speaker** button or the **line** button.
- If using a headset and the button is lit, press the **Answer** softkey or the **line** button of the incoming call.

Note *You will not be able to answer the incoming call on the additional line by pressing the **Answer** softkey.*

Note *To answer an incoming call while already on another line, press the corresponding line button of the incoming call. The first call will automatically be placed on hold.*

Ending a Call

To end a call use one of the following methods:

- Hang up the handset.
- Press the **EndCall** softkey.
- Press the **Speaker button.**

Using Mute and Hold

To mute a call:

1. Press the **Mute** button to mute the handset, headset, or speakerphone during a call. This temporarily disables your phone's microphone so you can hear other parties but they cannot hear you.

To place a call on hold:

1. During the call, press the **Hold** softkey.

Note *The call remains active but the connected parties cannot hear each other. You can answer other calls while on hold.*

2. To return to a call, press the **Resume** softkey.

Note *If you have multiple calls on hold, use the **Navigation** button to select the desired call and then press **Resume**.*

To return to a call on hold when you have multiple calls on multiple lines on hold:

1. Use the line button for a line to which you want to switch.
2. Use the **Navigation** button to select the desired call.
3. Press **Resume**.

Note *If you have multiple lines on hold and want to see the phone number for a call you have on hold, press the **?** button followed by the line button of the call on hold.*

Redirecting Calls on Your Phone

Transferring Calls

To transfer a call:

1. To transfer an active call to another phone, press the **Trnsf** softkey. This automatically puts the call on hold.
2. Dial the number to which you want to transfer the call.
3. Press the **Trnsfer** button again to complete the transfer. You can do so once the call begins to ring or once the recipient has answered.
4. Hang up to end your participation in the call.

Note *Press the **Resume** softkey to return to the original call if you elect not to transfer it.*

Using Call Park

You can park a call when you want to store the call before retrieving it from another phone in the CallManager System.

1. During an active call, press the **more** softkey and then select the **Park** softkey.
2. The LCD screen displays the number where the call is parked.
3. Before hanging up the phone, take note of this number.
4. To retrieve the parked call from any phone in your CallManager, dial the call park number where the call is parked.

Note *If the call is not retrieved from park before the allotted amount of time, it will ring back at its original destination.*

Using Call Pickup

You can answer an incoming call to your extension that is ringing on an extension *other than your own* by using the call pickup feature.

You will be able to pick up a call from within your own group (a "group" is any consolidation of IP Phone extensions, as defined by your telecomm administrator. For example, your group might contain coworkers from neighboring cubes or your business unit).

How to pick up a call from within your group:

1. As the phone rings at another extension within your call group, press the **line** button.
2. Press the **more** softkey and then the **PickUp** softkey.
3. Answer the call by picking up the handset.

How to pick up a call from outside your group:

1. As the phone rings at another extension, press the **line** button.
2. Press the **more** softkey and then press the **GpickUp** softkey.
3. Dial the pickup group number. Obtain this from your telecomm administrator.

Forwarding All Calls

You can set up call forwarding to forward all your incoming calls on line one to another phone number or voice mail.

Note	*This feature only applies to the first line on your phone. An ACD (Agent) line should never be set up for forwarding.*

1. Press the **CfwdAll** softkey. You will hear two beeps.
2. Dial the number to which you want to forward all of your calls. Make sure to enter in this number exactly how you would do so if you were placing a call from your office phone.

Note	*The phone number that your calls have been forwarded to will appear on the bottom of your LCD screen.*

3. You can cancel call forward all so that incoming calls will call your extension again by pressing the **CfwdAll** softkey.

Note	*To forward all calls to voicemail press the **CFwdALL** softkey followed by the **Messages** button.*

Making Conference Calls on Your Phone

Placing a Conference Call

1. During a call, press the **more** softkey and then the **Confrn** softkey. The first party is placed on hold.

2. Dial another number or extension.

3. When the call connects, press **Confrn** again to add the new party to the call.

Note	*If the person at the number that you are attempting to conference in is not available, press the **Resume** softkey to return to the first party on the line.*

4. Repeat the first three steps to add additional participants.

Note	*Once the call has been connected, the lines are joined. If you wish to leave the conference yourself, hang up your handset.*

Removing a Conference Call Participant

1. During a conference call which you initiated, press the **more** softkey and then the **ConfList** softkey.

2. Use the **Navigation** buttons to select the participant you wish to remove and press the **remove** softkey.

Note	*While viewing the list, press the **Update** sofkey to get an updated list of the participants*

Initiating a Meet-me Conference Call

A Meet-me conference allows other callers to dial into the conference call.

1. Obtain necessary Meet-me conference number(s) from your telecomm administrator.
2. Lift the handset or some other method to go offhook.
3. Press the **more** softkey until you see the **Meet-me** softkey.
4. Press the **Meet-me** softkey.
5. **Dial** the Meet-me conference number to establish the conference. Now others can join the conference call by dialing the Meet-me conference number.

Joining a Meet-me Conference Call

1. Dial the Meet-me conference number provided by the Meet-me Conference initiator. You will be connected to the conference.

Note	*If the Meet-me conference has not yet been established, you will get a busy tone.*

Customizing Settings on Your Phone

Adjusting the Handset, Speakerphone, and Headset Volume

You can adjust the volume of the caller for the handset, speakerphone, and headset separately. When you change the volume for one, the others are not affected.

1. Press the up or down **Volume** button when the handset, speakerphone, or headset are in use.
2. To save this volume setting for future calls, press the **Save** softkey.

Adjusting the Ringer Volume

To change the volume of the ringer:

1. Press the up or down **Volume** button to hear sample rings and to adjust the volume to the desired level. The ringer volume setting will be automatically saved.

Changing the LCD Contrast

To improve the readability of the LCD screen, follow these steps to adjust the contrast:

1. Press the **Settings** button.
2. Use the **Navigation** button to highlight **Contrast** and then the **Select** softkey.
3. Press the **Up** or **Down** softkeys to adjust the contrast of your LCD screen.
4. Press the **OK** softkey and then the **Save** softkey.
5. To restore contrast settings, use the **Navigation** button to highlight **Contrast** and perform one of the following:
   - To restore a previously saved contrast setting, press the **more** softkey and then the **Restore** softkey.
   - To restore the factory default contrast setting, press the **more** softkey and then the **Default** softkey.

Personalizing the Ringer Sound

To change the ringing sound on each of your lines:

1. Press the **Settings** button.
2. Use the **Navigation** button to select **Ring Type** and then the **Select** softkey. You will see two different ring types on the LCD screen: default ring and a ring type for each of your lines.
3. To select the ring type for the default tone, use the **Navigation** button to highlight Default Ring and then the **Select** softkey.
4. Use the **Navigation** button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring.
5. Press the **Select** softkey and then the **OK** softkey to accept and save your default ringer selection.

Note *To configure a specific line, use the **Navigation** button to scroll through the list of your lines. When you find the line you want to configure, press the **Select** softkey and follow steps 4 and 5 above.*

6. Press the **Exit** softkey to save all of your settings and to exit the Settings menu.

Reference Information

Resource	Value/Location
Octel Voice Mail Ten Digit Access Number	651.556.7600
CallManager User URL	https://ccmuser.voice.ccm.state.mn.us/ccmuser
IP Phone 7940/7960 User Manual **IP Phone Quick Reference Guide** **Voice Mail Instructions for IPT and CCM Users** **Calling/Dialing Patterns**	http://mnet.state.mn.us Voice>IP Telephony Services>IP Phone Information